



# **No Wrong Door System of Access to LTSS for all Populations and all Payers**

## **Stakeholder Engagement**

*NWD Planning Grantees Monthly Webinar*  
November 12, 2014 3:00 PM ET

# Agenda

1. **Welcome and Introductions**
2. Vision for Stakeholder Engagement
3. Learning From Peers
  - Vermont
  - Pennsylvania
  - North Carolina
4. Reporting Expectations/Resources
5. Next Steps and Closing

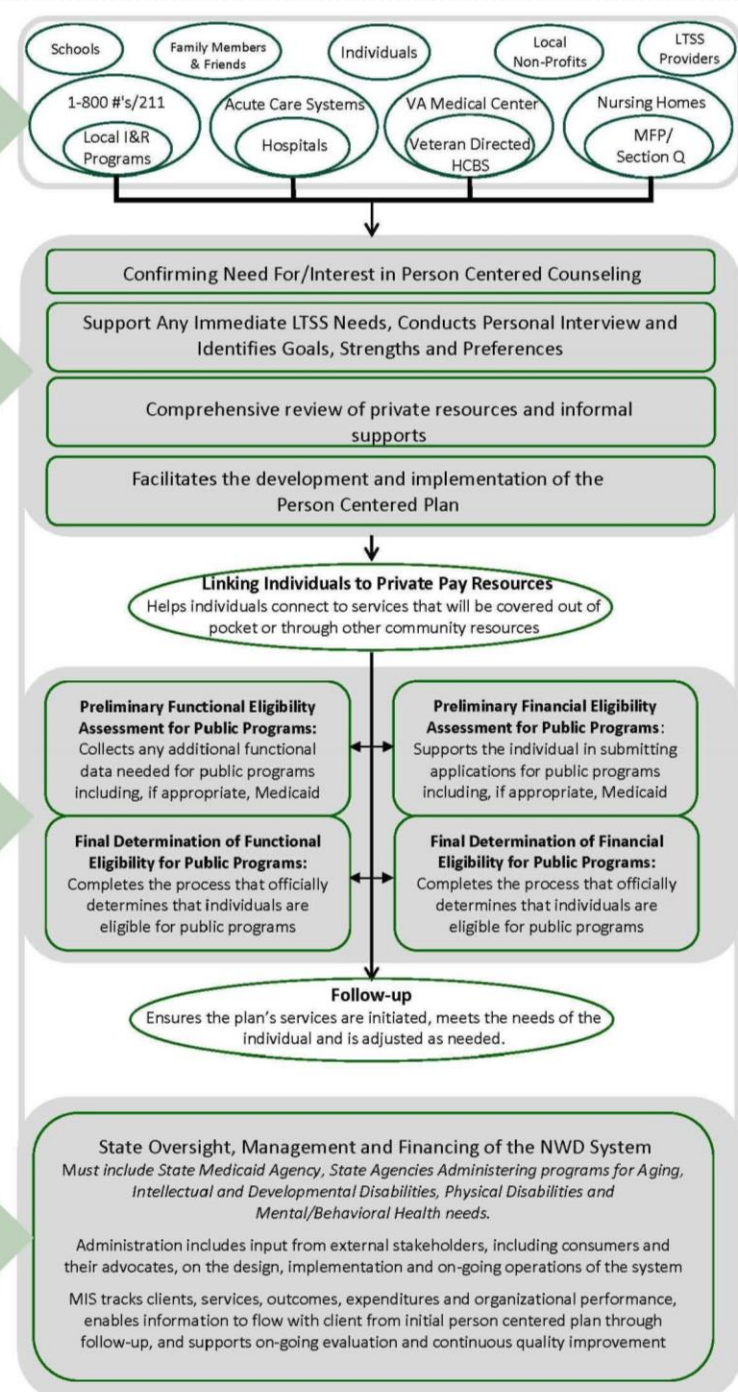
# NWD System of Access To LTSS Vision

Public Outreach and  
Links to Key  
Referral Sources

Person Centered  
Counseling


Streamlined  
Access to Public  
Programs

Governance and  
Administration of  
the NWD System





# No Wrong Door System Vision



## Governance and Administration of the NWD System

### State Oversight, Management and Financing of the NWD System

*Must include State Medicaid Agency, State Agencies Administering programs for Aging, Intellectual and Developmental Disabilities, Physical Disabilities and Mental/Behavioral Health needs.*

Administration includes input from external stakeholders, including consumers and their advocates, on the design, implementation and on-going operations of the system

MIS tracks clients, services, outcomes, expenditures and organizational performance, enables information to flow with client from initial person centered plan through follow-up, and supports on-going evaluation and continuous quality improvement

State Governance and  
Administration

Public Outreach and  
Coordination with  
Key Referral Sources

NWD  
System  
Functions

Person Centered  
Counseling

Streamlined Access to  
Public LTSS Programs

# AIM Statement for Stakeholder Engagement/Governing Body

The NWD governing body establishes a *cross-disability stakeholder group* for the ongoing administration of the NWD System by *providing guidance to the governing body* on NWD System performance and improvement.



# Stakeholder Expectations:

- Establish specific opportunities for stakeholders to shape the vision and direction of the NWD System
- Reach out to local agencies that can identify and engage stakeholders; customers trust the people they know
- Actively solicit feedback from stakeholders on final outcomes and products
- Provide materials and resources that are accessible to people with disabilities and people who do not speak English

# Stakeholders Include:

- Individuals with disabilities and their advocates
- Area Agencies on Aging
- Centers for Independent Living
- Local Medicaid agencies
- Local organizations that serve or represent the interests of individuals with physical disabilities
- Individuals with intellectual and developmental disabilities
- Individuals with mental/behavioral health needs
- Veteran Service Organizations
- Related Governor's commissions
- Service providers
- Olmstead committees, task forces and/or stakeholder groups
- Other relevant public and private entities.



# Learning from Peers

# Vermont

Heather Johnson

Vermont Aging &  
Disabilities Resource  
Connection





# Vermont Lessons Learned

- Buy in across networks from ground zero
  - ▶ AAAs, CIL, Brain Injury Association, VT 211, I/DD providers and advocacy organizations
- Establish trust, roles, responsibilities, expectations
- Transparency about funding and resources



# Vermont Lessons Learned

- Build out influence
  - ▶ Identify natural supporters and connectors
    - who refers to you or who are your access points
    - who you refer to or who will provide the services to the individuals you are serving
    - Consumers, caregivers, families, non “providers”
  - ▶ Clarify their value, influence, and role(s)
- Vision and direction
  - ▶ Clearly communicated and continually reinforced

# Vermont Lessons Learned

- Sustained involvement
  - ▶ Evolving, acknowledged, and expected
- Embrace results-based outcomes and measures
  - ▶ Jointly developed and studied
- Always mindful of new stakeholders and gaps in your vision/model
  - ▶ Remain open to change and growth
  - ▶ Always clarify purpose
- Have orientation process established
- Invite discourse and discovery

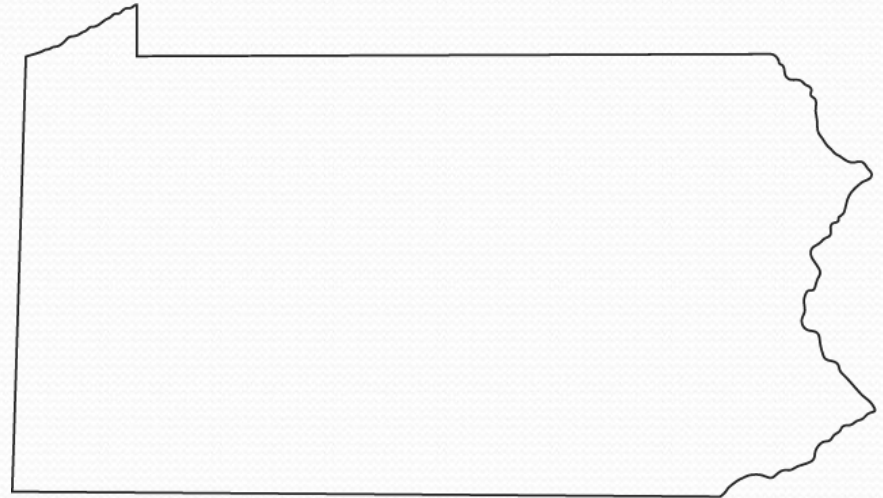


# Pennsylvania

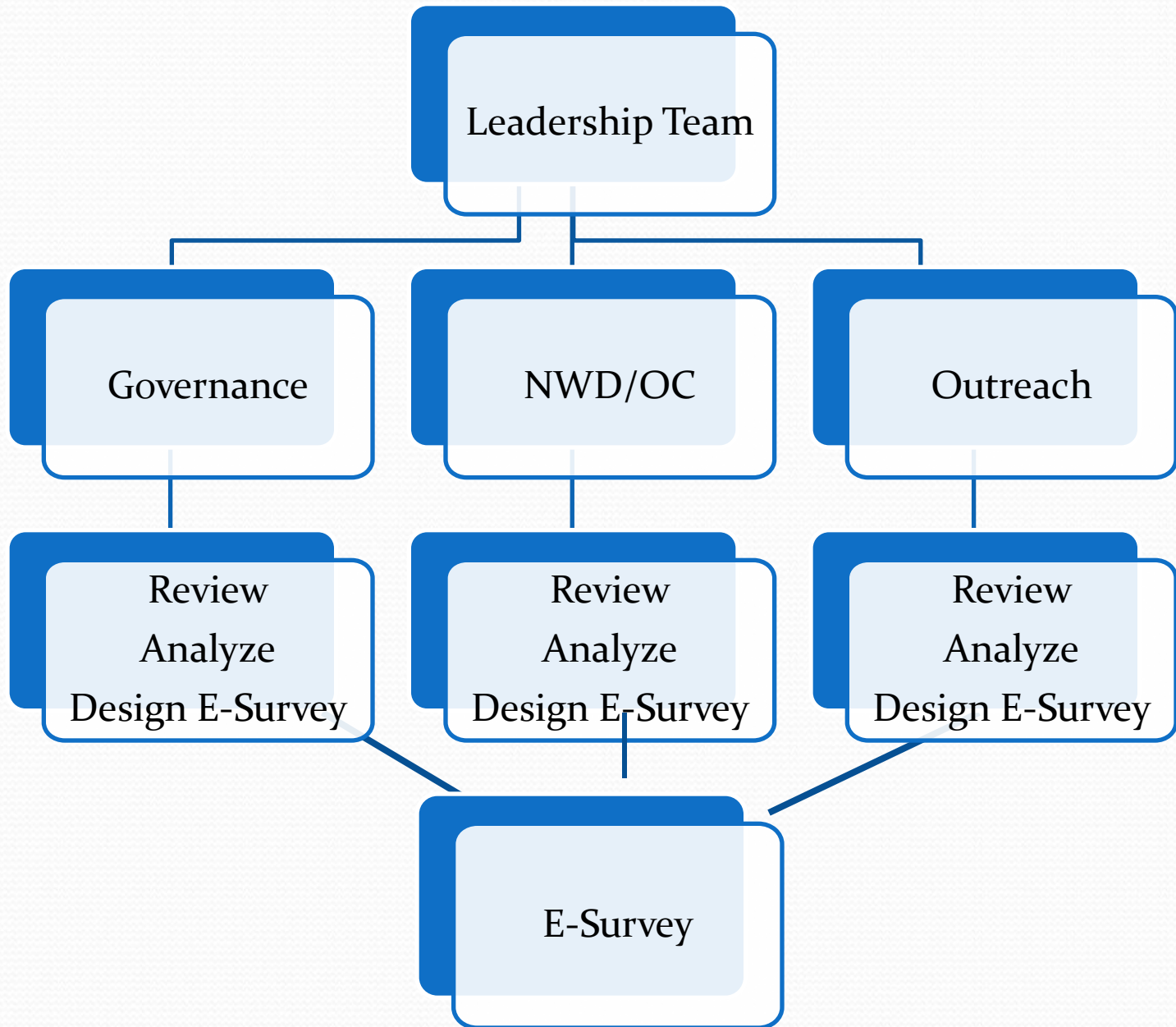
Joyce O'Brien

Dave Drezner

Pennsylvania Link to  
Aging and Disability  
Resources



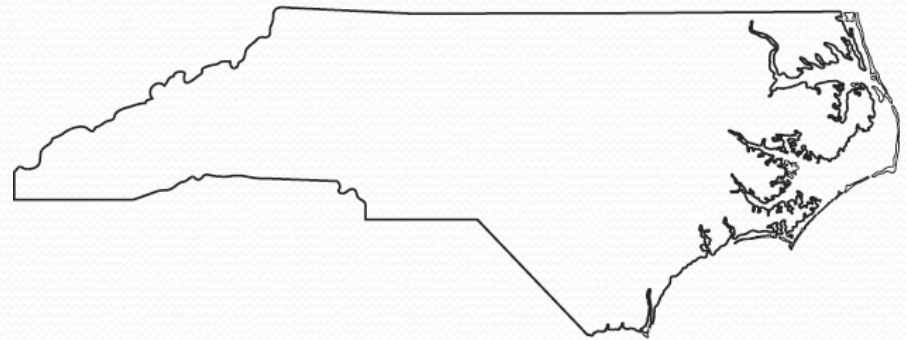




# North Carolina

Trish Farnham

North Carolina Division of  
Medical Assistance



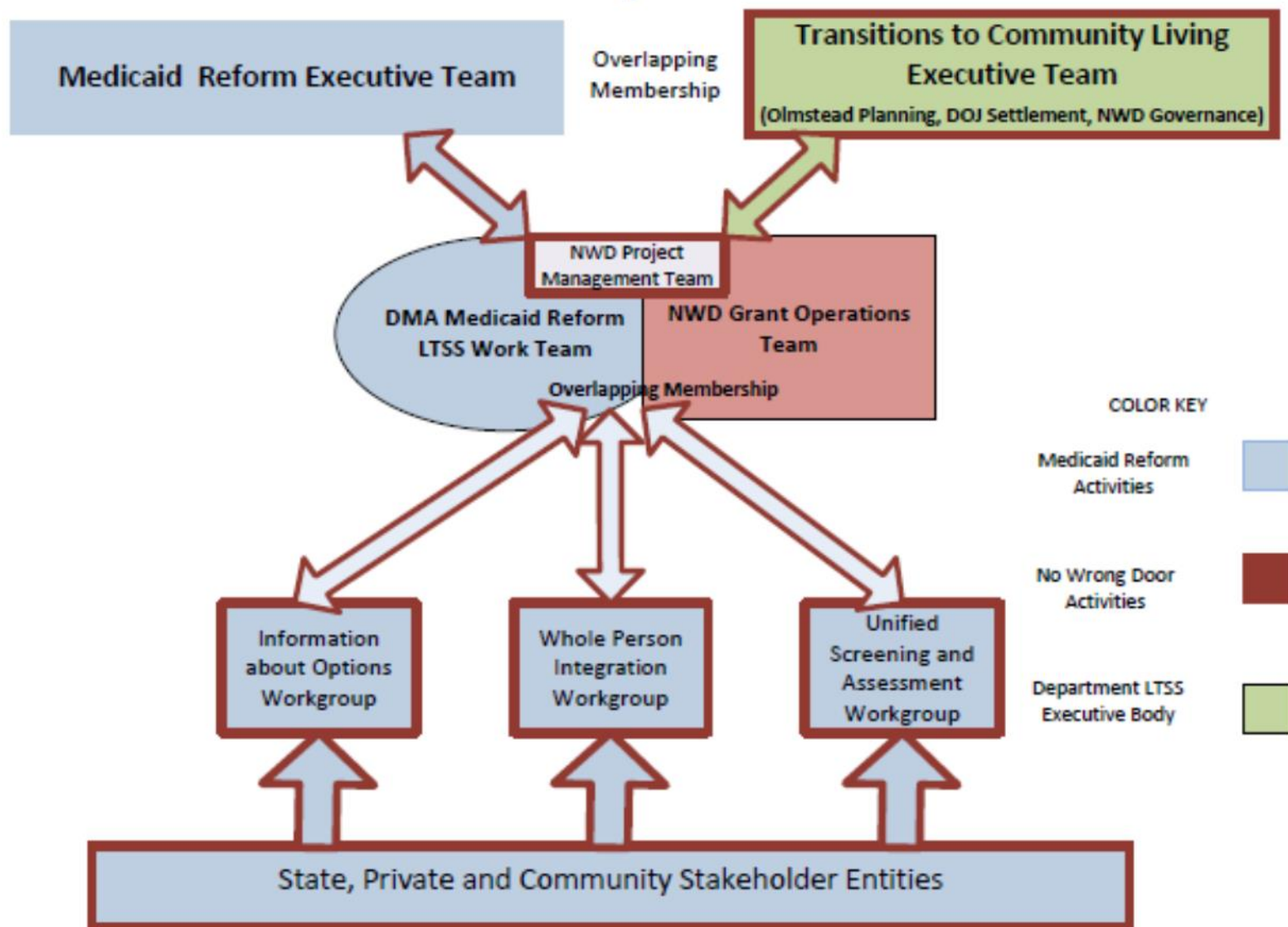


# Context

- MFP, Division of Aging and Adult Services and other agencies—strong collaboration prior to Grant.
- NC Medicaid Reform for LTSS population working to advance same goals as grant. Stakeholders already engaged
- NWD Grant gave opportunity to also fortify Olmstead governance.



## NC DHHS Secretary-Level Initiatives



# Reporting Section: Stakeholder Engagement

- Due in January
- Stakeholder Engagement (2-5 pages)
- Submit via ACL website (link to be shared)
- NWD Toolbox available for assistance
- Project Officers and Lewin Technical Assistance Leads available for assistance

# Reporting Section: Stakeholder Engagement

- Your process and strategy
- The members of your stakeholder group
- Roles and responsibilities of your stakeholder group
- Plan to widely disseminate final products in the interest of accountability and transparency



# Monthly Webinars

***Second Wednesday of Every Month—Mark Your Calendars!***

Month	Topic
December	Person Centered Planning
January	No Webinar—Reporting Section Due
February	NWD System Management Tool and Needs Assessment
March	Continuous Quality Improvement

View [Recent Initiatives/Planning Grant Resources](http://www.acl.gov/Programs/CDAP/OIP/ADRC/Index.aspx)

<http://www.acl.gov/Programs/CDAP/OIP/ADRC/Index.aspx>

# Next Steps

- Key Dates to Keep in Mind
  - ▶ Grantee Webinars
    - ❑ 2<sup>nd</sup> Wednesday of each month at 3PM
  - ▶ Reporting Deliverable Due Dates
    - ❑ January (Stakeholder Engagement)
    - ❑ April
    - ❑ September
- Reach out to project officers and Lewin technical assistance leads if you need further support or have questions
- Post-Webinar Survey!